

PayEx Norge AS

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kontakt:

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## **Note! This is a help guide for SW versions 2.06/2.07/2.08**

Helpdesk information on how to unblock you terminal due to incident 23.06.2015

You will now be presented with different options, due to different scenarios.

Please follow next step if the step you are trying does not work for you.

Our support team is available to help you, but please note there is some queue, due to this incident.

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1. Push the green button on the terminal so the display only says: Blocked/  
Locked
  - a) **Then push the following buttons:**
  - b) F3- 1234OK- 2-4 The terminal says blocked
  - c) Push
  - d) F3- 1234 Ok- 2- 10
  - e) If you can't find 10 then push the red button.
  - f) The terminal should be unblocked now. If the terminaldisplay still says BLOCKED,
  - g) Please see below.

## **2. Generate Unblock Code through PayEx Web Reports**

- a) Go to <https://pospay.payex.com/admin>
- b) Login with your username and password
- c) Go to Choose Site
- d) Choose the specific customer
- e) Go to Terminal admin
- f) Choose date 23.06.2015
- g) Choose terminal(s) on the far right
- h) Click on the "Get Unlock Code"
- i) Each Terminal will get its own Unblock Code on the far right.
- j) Unblock Terminal with you code ! (Customer has to write the code in the terminal)
- k) Press Function key Menu/F on your terminal
- l) Write in Unblock Code from Web Reports
- m) If Unlock goes fine the terminal will go back to "Ready" state, and is ready to use again.

**Are you able to press F/Menu**

### **3.Remove offline transactions if possible**

**!!!!Verify how many offline transactions are stored in the terminal before removed!!!!**

If transactions are made with Bankaxept, sent receipts to their bank for refund!

- a) 1.Press function key Menu/F
- b) 2.Press 9 Support
- c) 3.Write in Support Code “396761”
- d) 4.Press 4 File Management
- e) 5.Press 3 Remove Offline
- f) Terminal will verify that the transactions are removed.
- g) 6. Press Cancel Button to return to “Ready” State

### **4. Enter unblock code:**

- a) **Press 2 “Send stored tx”**
- b) If terminal gets Blocked again, the terminal needs to be swaped out.
- c) Follow procedures for swap of terminal.
- d) Contact PayEx Support if PayEx handles swap of terminals to following address:
- e) support.pos@payex.com

Following information needs to be in the e-mail

Name of Merchant

Terminal Serial Number

Terminal Part Number

Terminal Blocked code